

**COORDINATION WITH AWARDING ORGANISATIONS AND FOLLOW UP**  
**ACTIONS ON REPORTS**

The UK Quality Code for Higher Education sets out the following Expectations and Practices about appeals and complaints that higher education providers are required to meet.

**EXPECTATIONS FOR STANDARDS**

The academic standards of courses meet the requirements of the relevant national qualifications framework.

The value of qualifications awarded to students at the point of qualification and over time is in line with sector-recognised standards.

**EXPECTATIONS FOR QUALITY**

Courses are well-designed, provide a high-quality academic experience for all students and enable a student's achievement to be reliably assessed.

From admission through to completion, all students are provided with the support that they need to succeed in and benefit from higher education.

**Purpose**

The Policy provides guidelines and procedures for coordination with the Awarding organisations and follows up actions to be taken for the External Verifier reports and recommendations of the awarding/accrediting organisations, from time to time and maintain records of such coordination and actions taken.

The Policy will enable staff and other participants to contribute effectively to programme monitoring and programme review by putting in place appropriate arrangements for their support and development.

**Responsibility**

The overall responsibility rests with the Dean, who reports to the Principal the issues requiring an intervention of Management. The Dean is supported by the Course Leaders who are designated as Coordinators for various awarding organisations. The Course leaders will ensure to maintain a continuous liaison with respective awarding organisations for the programmes they impart.

In the allocation of responsibilities the College will define processes, roles and responsibilities for programme monitoring and programme review and communicate them to those involved.

**The following are the steps taken to follow up on the awarding organisations reports:**

An action plan is drawn by the Dean, in consultation with the Tutor, Assessor and Internal Verifier, after considering their reports with a clear demarcation of responsibilities and due dates for action completion, mutually agreed between the team and the Dean.

The Course Committee and subsequently the Academic and Quality Enhancement Committee review the actions taken on the EV report until completion of all the actions and complying with all the recommendations.

**Coordination with Awarding Organisations**

The Lead Internal Verifier is responsible to coordinate with the awarding organisations. All the correspondence/coordination made through emails and letters etc is filed and recorded separately, for each awarding body.

**Dissemination of information on awarding organisation updates, changes and follow up**

Course leaders will ensure to update themselves with the information on any updates, changes or modifications made by the respective awarding organisations should be brought to the notice of the tutors, Course Committee as well as the Dean. Information related to introduction of new programmes should be communicated to the Principal and the Dean so that considerations can be given for appropriate training and Marketing strategy.

The changes and updates related to the students pursuing various courses should be also noted and followed up by the course leaders. Such changes will be made known to the students through the display board at the reception and various notice boards and emails etc.

The tutors will also be communicated of the changes and standards specified by the awarding organisations and will be instructed to disseminate such information to relevant groups of students. The course leaders will provide required training if necessary, if the nature of changes is comprehensive or demand such training session. These training sessions will be essentially attended by all tutors, irrespective of the programmes they teach.

It is advisable for every tutor and course leader to attend all the events organised by the respective awarding organisations of their programmes. However, the tutors and course leaders offering other programmes may also attend these events, if the events are contributive to their CPD.

### **Follow up actions on the Awarding Organisations reports**

The reports will be presented to the Course Committee meeting to discuss the contents of the report and raise concerns if any. All relevant assessors and the students' representatives will be asked to attend so that the outcome of the EV report can be disseminated to all learners through the student representatives.

The Action plan on the recommendations is taken up in the subsequent Course Committee meetings and the Academic & Quality enhancement Committee meetings where the actions taken are closely monitored and interventions made to ensure strict compliance and completion of identified tasks.

The areas identified for actions, will also be disseminated to the course leaders of other programmes (of all other awarding organisations too) so that the positive outcomes of such initiatives can also be adopted for quality enhancement of all the programmes offered by the College.

The Action plan on the External Verifier and Academic Management Reports from the awarding organisations will be continuously monitored by the Dean to ensure quality enhancement and achievement of higher standards.

### **Programme monitoring and review**

Every programme proposed to be delivered during an intake will be evaluated on the basis of the following:

- Relevance of the programme to the employer needs in the specific countries/UK;
- Availability of QCF approved qualifications through reputed awarding organisations/ Universities;
- Availability of qualified and experienced teaching and assessing staff;
- Availability of all the required infrastructure and appropriate learning resources;
- The programme should lead to a further progression in academic and career pursuits;
- Support available from the awarding organisations.

### **Monitoring the delivery**

The effectiveness of the programme delivery is monitored through feedback from the students (once in each semester), tutors, assessors, peer observations, observations by the senior members of the teams, External verifiers and the overall student progression in the course as set out against national bench mark. In case of non availability of such bench marks for comparison, the achievements should be compared with the overall student achievement in the particular awarding organisation.

### **Annual programme evaluation**

The College will evaluate their processes for programme monitoring and review and take action to improve them where necessary.

Every programme will be evaluated annually (in December/ January of each year) and a report is submitted on the effectiveness of the programme. The programme effectiveness is measured from the achievements of effective students and the student satisfaction levels on programme delivery. The College ensures that it involves students in programme monitoring and review processes, by regular feedback systems related to all aspects of the provision.

In cases where the achievements, progression avenues, employer recognition for the certificates or students demand reduces, such courses will be discontinued giving adequate time and opportunity for all the existing students on such programme to successfully complete the programme while no new intakes of students will be recruited for the programme until a further revision or favourable changes in such programmes.

In doing this the College is operating a process to protect the academic interests of students when a programme is closed.

**LSCI/Policies/2024/  
Coordination with Awarding Organisations  
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